

PLEASE USE BLACK INK OR TYPEWRITER WHEN PREPARING YOUR BID. BE SURE YOU HAVE INSERTED YOUR COMPANY'S NAME IN THE BOX

Bidder

Baker & Taylor, Inc.

For Item I, Trade; Item II, Non-Trade, and Item III, Textbook Publications, a percent discount shall be offered as follows List less _____% Discount
For Item IV, Net Publications, a handling charge shall be as follows: \$ _____ each
Enter Zero if No Discount or No Charge

PUBLICATIONS

*Discount applies regardless of the number of copies per title ordered.

| | | <u>Item I</u> | <u>Item II</u> | <u>Item III</u> | <u>Item IV</u> |
|------------------|--------------------------------|-----------------|------------------|-----------------|-----------------|
| | | <u>TRADE</u> | <u>NON-TRADE</u> | <u>Text-</u> | <u>NET</u> |
| | | <u>Discount</u> | <u>Discount</u> | <u>Books</u> | <u>Handling</u> |
| | | | | | <u>Charge</u> |
| <u>A-E PRINT</u> | | | | | |
| A | CLOTH BINDING | 44.3 % | 10.0 % ** | 10.0 % ** | \$ 4.95/unit |
| | Discount/Charge per copy | | | | |
| | Volume Pricing-Price Breaks | | | | \$ 4.95/unit |
| | for Single Title _____* copies | * % | * % | * % | \$ 4.95/unit |
| | _____ * copies | * % | * % | * % | \$ 4.95/unit |
| | _____ * copies | * % | * % | * % | \$ 4.95/unit |
| B | LIBRARY BINDING | 19.0 % | 19.0 % | 19.0 % | \$ 4.95/unit |
| | Discount/Charge per copy | | | | |
| | Volume Pricing-Price Breaks | | | | \$ 4.95/unit |
| | for Single Title _____* copies | * % | * % | * % | \$ 4.95/unit |
| | _____ * copies | * % | * % | * % | \$ 4.95/unit |
| | _____ * copies | * % | * % | * % | \$ 4.95/unit |
| C | PAPERBACKS, QUALITY | 30.0 % | 10.0 % ** | 10.0 % ** | \$ 4.95/unit |
| | Discount/Charge per copy | | | | |
| | Volume Pricing-Price Breaks | | | | \$ 4.95/unit |
| | for Single Title 1-3 copies | 30.0 % | * % | * % | \$ 4.95/unit |
| | 4-5 copies | 38.0 % | * % | * % | \$ 4.95/unit |
| | 6+ copies | 40.0 % | * % | * % | \$ 4.95/unit |
| D | PAPERBACKS, MASS MARKET | 30.0 % | 10.0 % ** | 10.0 % ** | \$ 4.95/unit |
| | Discount/Charge per copy | | | | |
| | Volume Pricing-Price Breaks | | | | \$ 4.95/unit |
| | for Single Title 1-3 copies | 30.0 % | * % | * % | \$ 4.95/unit |
| | 4-5 copies | 38.0 % | * % | * % | \$ 4.95/unit |
| | 6+ copies | 40.0 % | * % | * % | \$ 4.95/unit |

**Titles receiving a minimal discount from the publisher will be billed at list price. Titles where Baker & Taylor

NEW HAMPSHIRE STATEWIDE CONTRACT FOR BOOKS, NON-PRINT LIBRARY MATERIALS, AND RELATED ANCILLARY SERVICES

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PUBLICATIONS

| | <u>Item I</u> | <u>Item II</u> | <u>Item III</u> | <u>Item IV</u> |
|--|-----------------|------------------|------------------|---------------------|
| | <u>TRADE</u> | <u>NON-TRADE</u> | <u>Text-</u> | <u>NET</u> |
| | <u>Discount</u> | <u>Discount</u> | <u>Books</u> | <u>Handling</u> |
| | | | | <u>Charge</u> |
| E. PREBOUND HARDBACKS | | | | |
| Discount/Charge per copy | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| Volume Pricing-Price Breaks | | | | |
| for Single Title: <u>N/A</u> copies | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| <u>N/A</u> copies | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| <u>N/A</u> copies | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| F. <u>NON-PRINT AND OTHERS</u> | | | | |
| Discount/Charge for single unit | | | | |
| 1 Audio Cassettes (music, educational, etc) Music Only | <u>34.0</u> % | <u>0</u> % | <u>0</u> % | \$ <u>0</u> |
| | <u>*</u> % | <u>*</u> % | <u>*</u> % | \$ <u>*</u> |
| 2 Audio Visual Materials | <u>45.0</u> % | <u>10.0</u> % ** | <u>10.0</u> % ** | \$ <u>4.95/unit</u> |
| *See F. 1, 7, 9 & 14. | <u>45.0</u> % | <u>10.0</u> % ** | <u>10.0</u> % ** | \$ <u>4.95/unit</u> |
| 3 Books on Tape Abridged | <u>45.0</u> % | <u>10.0</u> % ** | <u>10.0</u> % ** | \$ <u>4.95/unit</u> |
| 4 Books on Tape Unabridged | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| 5 CD-ROM (fixed price only-no online services) | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| 6. CD-ROM (additional discount if offered in conjunction with an online service) | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| 7 CDs (music, etc) Music Only | <u>30.0</u> % | <u>0</u> % | <u>0</u> % | \$ <u>0</u> |
| 8 Encyclopedias | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| 9 Laser Disc DVDs | <u>25.0</u> % | <u>0</u> % | <u>0</u> % | \$ <u>0</u> |
| 10 Maps | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |
| 11 Microcomputer Software (educational) | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No bid</u> |
| 12 Microform (Microfiche and microfilm) | <u>No Bid</u> % | <u>No Bid</u> % | <u>No Bid</u> % | \$ <u>No Bid</u> |

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NEW HAMPSHIRE STATEWIDE CONTRACT FOR BOOKS, NON-PRINT LIBRARY MATERIALS, AND RELATED ANCILLARY SERVICES

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Bidder

Baker & Taylor, Inc.

PUBLICATIONS

| | | Item I | Item II | Item III | Item IV |
|----|---|----------|-----------|----------|--------------|
| | | TRADE | NON-TRADE | Text- | NET |
| | | Discount | Discount | Books | Handling |
| | | | | | Charge |
| 13 | Slides | No Bid % | No Bid % | No Bid % | \$ No Bid |
| 14 | Video Tapes (feature film, educational, etc) | 31.0 % | 0 % | 0 % | \$ 0 |
| 15 | Other (please specify) | | | | |
| | Continuation Service: | % | % | % | \$ |
| | Trade Editions (hardcover) | 40.1 % | 10.1 % * | 10.1 % * | \$ 4.95/unit |
| | Quality & Mass Mkt Paperbacks | 10.1 % * | 10.1 % * | 10.1 % * | \$ 4.95/unit |
| | Text, Tech., Reference (Any binding) | 10.1 % * | 10.1 % * | 10.1 % * | \$ 4.95/unit |
| | Net Titles | 0 % * | 0 % * | 0 % * | \$ 4.95/unit |
| | | % | % | % | \$ |
| | | % | % | % | \$ |

Volume Pricing-Price Breaks for Section F for Multiple Units-List Non-Print Sub-Item Numbers (Aggregate pricing to be offered on subsequent pages)

| No | No Bid | No Bid | units | No Bid | No Bid | No Bid | No Bid |
|----|--------|--------|-------|--------|--------|--------|--------|
| No | | | units | % | % | % | \$ |
| No | | | units | % | % | % | \$ |
| No | | | units | % | % | % | \$ |
| No | | | units | % | % | % | \$ |
| No | | | units | % | % | % | \$ |

Charge

Services-Specify

G SERVICES
See Page 20,
"Detailed Specifications "
Bidders to specify the
services they offer

1 Catalog Kits

\$.70/unit

Spine Label, Book Pocket and Card, Card Set

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Bidder

Baker & Taylor, Inc.

- | | | | |
|----|---|---|-------|
| 2. | Cataloging and Processing Please see Exhibit N for complete listing of cataloging and processing prices. | \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ | _____ |
| 3. | Rebinding of Paperbacks Laminated Vinabind Demco Turtleback Titles | \$ _____ \$ 1.95/unit \$ \$4.50/unit \$ Baker & Taylor's advertised net catalog price. | _____ |
| 4. | Shelf Ready Books See Exhibit N. | \$ _____ \$ _____ \$ _____ \$ _____ | _____ |
| 5. | Customized Reports Collection Development Selection Lists | \$ _____ \$ See Exhibit R for price ranges and details. \$ _____ \$ _____ | _____ |
| 6. | Bibliographic Records MARC | \$ _____ \$ Free \$ _____ \$ _____ | _____ |
| 7. | Security Tape 3M or Checkpoint | \$ _____ \$.40/unit \$ _____ \$ _____ | _____ |
| 8. | Bar Codes | \$.10/unit \$ _____ \$ _____ \$ _____ | _____ |
| 9. | Other - Bidder to list Please refer to Bid Letter and Exhibits. | \$ _____ \$ _____ \$ _____ | _____ |

NEW HAMPSHIRE STATEWIDE CONTRACT FOR BOOKS, NON-PRINT LIBRARY MATERIALS, AND RELATED ANCILLARY SERVICES

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Bidder

Baker & Taylor, Inc.

See "Discounts," "Aggregate Discounts," clauses and "Detailed Specifications" Please specify the amounts that apply in the left column and the discounts to the right of the solid line

DISCOUNTS

VOLUME PRICING-PRICE BREAKS for agency's aggregate purchase in dollars Please specify the amount that applies

\$ No Bid
\$
\$

| Item I TRADE Discount | Item II NON-TRADE Discount | Item III Text- Books | Item IV NET Handling Charge |
|-----------------------------|----------------------------------|----------------------------|--------------------------------------|
| No Bid% | No Bid% | No Bid% | \$ or % No Bid |
| % | % | % | |
| % | % | % | |

VOLUME PRICING-PRICE BREAKS for aggregate contract purchases in dollars statewide

\$ No Bid
\$
\$

| | | | |
|---------|---------|---------|--------|
| No Bid% | No Bid% | No Bid% | No Bid |
| % | % | % | |
| % | % | % | |

OTHER VOLUME PRICE BREAKS AND/OR DISCOUNTS - Bidder to explain

\$ No Bid
\$
\$

| | | | |
|---------|---------|---------|--------|
| No Bid% | No Bid% | No Bid% | No Bid |
| % | % | % | |
| % | % | % | |

Electronic Access Ordering Discount
Prepayment Plan Discount
Deposit Account Discount
Approval Plan Discount
Please Explain

0 %
* %
* %
* %

*Please refer to Exhibit D, "Prepayment Option Plan"

NEW HAMPSHIRE STATEWIDE CONTRACT FOR BOOKS, NON-PRINT LIBRARY MATERIALS, AND RELATED ANCILLARY SERVICES

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Bidder

Baker & Taylor, Inc.

BIDDER SHALL ANSWER EACH OF THE FOLLOWING QUESTIONS AS PART OF THE BID:

- 1 Number of years in business (three years minimum required) 173
In lieu of three years, previous experience may be considered or five references may be provided
See "Qualification of Bidder" clause
- 2 If bidder does not meet the three-year requirement, has either documentation of previous experience or the required five references (including company name, contact person, complete address, telephone and fax numbers) been attached?
N/A YES NO
- 3 Does bidder offer an electronic access ordering system (optional)?
X YES NO
- 4 If yes, name of computer software system offered for electronic access ordering system B&T Link
- 5 Is 24-hour rush delivery available (optional)?
X YES NO
- 6 If yes, is there an additional charge for 24-hour delivery?
X YES NO
- 7 If there is a price additional for 24-hour delivery, on what basis (state "0" if none)? Based upon cost of overnight delivery from major carriers.
Charge \$ See above.
- 8 Is bidder offering foreign product? YES X NO
If yes, please identify
- 9 Toll-free numbers for state procurement use
(see "Toll-Free Numbers") Telephone See Exhibit K Fax See Exhibit K
- 10 If a toll-free number is not currently available, is bidder willing to establish a toll-free number, if awarded a contract? See above.
 YES NO
- 11 Is bidder prepared to submit the required financial statements within five business days of request (see "Financial Stability" clause)? Provided a confidentiality agreement is signed.
X YES NO
- 12 Guaranteed Delivery (Number of calendar days required to ship 95 percent of typical order)? Please refer to letter, pg. 9, "Fill Rate" Days A/R/O

NEW HAMPSHIRE STATEWIDE CONTRACT FOR BOOKS, NON-PRINT LIBRARY
MATERIALS, AND RELATED ANCILLARY SERVICES

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Bidder

Baker & Taylor, Inc.

- 13 In the event you may be successful in
receiving an award, please provide the
following information for inclusion in
the Notice of Contract Award to be sent
to customer agencies

Company Name

Baker & Taylor, Inc.

Street Address

2709 Water Ridge Parkway; Suite 500

P O Box

City, State, Zip

Charlotte, NC 28217

Contact Person (please print or type)

Susan A. Gurley*

*For questions directly related to bids & contract.
Telephone Number.

800 775-7930 ext. 8978

Local See above.

Fax Number

800 775-1300 (Order Dept.)

Local 704-329-8989 (Corporate Office)

Internet Address (E-mail)

btinfo@btol.com

WWW Site

www.btol.com

- 14 Is the pricing offered the same or lower
than that offered to other corporations,
institutions, and government agencies'
on similar items, quantities, terms and
conditions

____ YES ☒ NO

If no, please explain

Agreements are based upon individual agency's requirements.
Please see letter, pg. 2.

- 15 EXCEPTIONS Does bidder take exception
to any of the terms and conditions stated
herein?

☒ YES ____ NO

If "YES", please explain in detail

Please see letter for detailed explanations.

B&T MARC Price List for the NEW HAMPSHIRE STATE CONTRACT

Baker & Taylor offers libraries a variety of standard cataloging and processing options.
Enjoy the economies of Baker & Taylor's technical processing.

SECTION A

Full Processing

1. Mylar jacket for books with/without dust covers, spine label, book pocket and card for every book, and one card set for every title. (Also includes 1 ownership label.) \$1.05 _____
2. Mylar jackets for books with/without dust covers, spine label, book pocket and card, and a card set for every book. \$1.30 _____

SECTION B

Many libraries no longer need the comprehensive package previously described. For those libraries, we will be happy to customize your technical services package to include just those components which meet your exact specifications-select only the options you need. If you choose to customize your technical service package, a minimum of \$.25 per unit is applicable.

| Option Selected | Unit Price | Option Selected | Unit Price |
|--|------------|--|------------|
| ____ 1. Bar Code Label | \$.10 | ____ 12. MARC Records on tape | Free |
| ____ 2. Catalog Card Kit: (circle one) | | (In addition, a \$30.00 fee for each shipment covers the cost of the magnetic tape, shipping & handling. A \$10.00 credit is issued when the library returns the tape to Baker & Taylor) | |
| Attached | \$.70 | ____ 13. Mylar jackets - taped | \$.65 |
| Unattached | \$.70 | ____ 14. Mylar jackets - glued | \$.60 |
| (Includes book pocket & card, attached spine label & card set) | | ____ 15. Mylar jackets - unfastened | \$.55 |
| ____ 3. Card Set | \$.89 | ____ 16. Ownership Label | \$.15 |
| (Includes a shelflist card, two main entry cards, title card, and sufficient additional cards for added entries) | | ____ 17. Pocket | \$.20 |
| ____ 4. Circulation Card | \$.15 | ____ 18. Shelflist Card | \$.15 |
| ____ 5. Custom Label | \$.15 | ____ 19. Sorted Cards | \$.15 |
| ____ 6. Date Due Slip | \$.15 | ____ 20. Spine Label | \$.10 |
| ____ 7. Extra Main Entry Cards (beyond 1) | \$.15 | ____ 21. Stamping, Customer Supplied (per location) | \$.15 |
| ____ 8. Label Application (customer supplied) | \$.15 | ____ 22. Theft Detection Device: (circle one) | |
| ____ 9. Label Protectors | \$.15 | - Checkpoint | \$.40 |
| ____ 10. MARC/MicroLIF Record | Free | - 3M | \$.40 |
| (download from B&T Web site) | | | |
| ____ 11. MARC/MicroLIFT Record (on diskette) | Free | | |

SECTION C

Prebinding Services: 1. Vinabind: \$4.50 ____ 2. Textmount: \$5.50 ____ 3. Laminated Paperback Covers: \$4.95 ____

SECTION D

Do you need additional components or value-added services? Please contact your local sales representative or our Sales Department at 1-800-775-1800.

Baker & Taylor
Central Order Department
251 Mt. Olive Church Road
Commerce, GA 30599-9988



BAKER & TAYLOR
Information and Entertainment Services

FROM BAKER & TAYLOR

The Collection Development Services unit of Baker & Taylor has the knowledge and expertise to ensure that your collection development projects are a complete success. Our collection management librarians, all of whom have MLS degrees and active selection experience with libraries of every type and size, will work with your selection staff to develop winning strategies based on your library's requirements.

Utilizing our extensive database and leveraging Baker & Taylor's merchandising expertise and exposure to the publishing industry, our professional librarians will employ the most accurate and up-to-date information in the development of your selection lists. These invaluable services will free up your staff's time and give you access to the quality service and exceptional expertise you can expect from Baker & Taylor.

The five levels of collection development services that we offer can be custom-tailored to meet your library's unique requirements. Each category offers different services and a pricing structure that matches the scope of your project.

We look forward to providing your library with the highest level of service and not only meeting your requirements, but exceeding your expectations.

Please Select The Level That Best Meets Your Needs.

LEVEL ONE

BASIC SELECTION LISTS

Basic Selection Lists are available to Baker & Taylor customers through your sales representative and on the Web.

Our Web based lists of current and popular material are designed to be useful to any library with a general collection.

Examples include a current poetry list and a Black History Month list. Customer-requested lists would be single subject lists based on a minimum of selection criteria. Basic list citations include the standard bibliographic information needed for selection and ordering.

- One printed copy free to Baker & Taylor customers
- Machine-readable acquisitions record in MARC format (can be substituted for the printed copy at no charge)
- Additional format / copy \$5.00 each

The Standard Selection Lists can be used to fill in subject gaps, to expand subject areas for projects or for ongoing collection development.

They are based on a profile of five basic elements:

1. Subject classification, including Dewey, LC, BISAC subject codes or Baker & Taylor retail trade subject codes
2. Audience levels (adult, young adult, and / or juvenile)
3. Physical format / binding
4. Price (list and / or discounted)
5. Availability / inventory status

Standard Selection List citations include basic bibliographic information, references to review sources and annotations, when available.

This service also includes one printed copy of each list or a single electronic version of the list. The electronic formats currently available are: *.rtf ("rich text format" for word processing programs), Microsoft Access, Microsoft Excel and Machine-readable acquisitions record in MARC format.

LEVEL TWO

STANDARD SELECTION LISTS

PRICING

- \$20 per profile / list for one printed copy
- \$25 per profile / list for your choice of any electronic version
- \$30 per profile / list for both a printed and electronic version
- Additional format / copies \$5.00 each

ENHANCED CUSTOMIZED SELECTION LISTS

LEVEL THREE

The Enhanced Customized Selection Lists can be used to fill in subject gaps to expand subject areas for projects or for ongoing collection development. They are based on a profile with multiple criteria. Enhanced Customized Selection List citations include standard bibliographic information, references to review sources and annotations, when available. We also provide full text reviews from a maximum of three journals of your choice, when available.

Please consult the Baker & Taylor Collection Development Questionnaire for profiling details and the list of journals for text reviews. This level of service includes duplicate control through an automated process of cross-checking ISBN's.

This service includes one printed copy of each list or a single electronic version of the list. The electronic formats currently available are: *.rtf ("rich text format" for word processing programs), Microsoft Access, Microsoft Excel and Machine-readable acquisitions record in MARC format.

- \$75 per profile / list / month or \$750 per year, includes one printed copy or your choice of any electronic version
- \$85 per profile / list / month or \$850 per year includes both printed and electronic version
- Additional format / copy \$5.00 each

LEVEL FOUR

CUSTOMIZED TITLE BY TITLE SELECTION/RECOMMENDATION

Our Customized Title by Title Selection and Recommendation service can be used to fill in subject gaps to expand subject areas for projects or for ongoing collection development. Based on a profile of multiple criteria, the information you provide to us about your community and your library's collection development practices, our professional librarians review titles to make title by title recommendations that suit your needs.

This level provides you with a list for your final review and ordering. List citations include standard bibliographic information, references to review sources and annotations, when available. We also provide full text reviews from a maximum of three journals of your choice, when available.

In addition, this level also includes one printed copy of each list or a single electronic version of the list. The electronic formats currently available are: *.rtf ("rich text format" for word processing programs), Microsoft Access, Microsoft Excel and Machine-readable acquisitions record in MARC format.

To be determined based on your requirements.

LEVEL

FIVE

CUSTOMIZED TITLE BY TITLE SELECTION & ORDERING

The Customized Title by Title Selection and Ordering service can be used to fill in subject gaps to expand subject areas for projects or for ongoing collection development. Based on a profile of multiple criteria, the information you provide to us about your community and your library's collection development practices, our professional librarians review titles to make title by title selections for your collection.

This service provides you with a list for your final review and audit. List citation includes standard bibliographic information, references to review sources and annotations, when available. We also provide full text reviews from a maximum of three journals of your choice, when available.

In addition, this service provides an option for ordering and acquisitions of the approved titles by Baker & Taylor staff and we will manage your orders within the Baker & Taylor system. Fund management reports are provided upon request.

This service also includes one printed copy of each list or a single electronic version of the list. The electronic formats currently available are: *.rtf ("rich text format" for word processing programs), Microsoft Access, Microsoft Excel and Machine-readable acquisitions record in MARC format.

To be determined based on your requirements.

FOR MORE INFORMATION:

To learn more about how Customized Library Services can develop solutions for your library, contact our helpful Information Services staff at 1-800-775-1800 or call your local sales representative today.



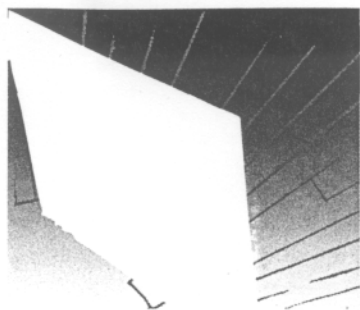
Baker & Taylor

Information and Entertainment Services

2709 Water Ridge Parkway • Charlotte, NC • 28217

BUILDING THE FOUNDATION FOR THE FUTURE OF LIBRARY SERVICES.

CUSTOMIZED LIBRARY SERVICES



Prepayment Option Plan

EXPAND YOUR PURCHASING POWER WITH BAKER & TAYLOR'S PREPAYMENT OPTION PLAN

Receive a 1.25% credit on future purchases of products and services from Baker & Taylor when you make your prepayment deposit.

Here's how it works:

- ▶ Provide Baker & Taylor with a deposit equal to one full year of anticipated orders. Minimum amount is \$10,000.
- ▶ We will provide you with an immediate prepayment credit at the rate of 1.25%. The credit will be posted to your account and appear on your next statement from Baker & Taylor. Baker & Taylor reserves the option to issue the credit in full when the prepayment is made or issue the credit equally in twelve monthly installments.

For example, deposit \$100,000 into Baker & Taylor's Prepayment Option plan and your library will receive a credit of \$1,250 to be used on products and services purchased in the future from Baker & Taylor.

- ▶ Make a purchase from Baker & Taylor and the amount will be deducted from your Prepayment until the balance reaches \$0.
- ▶ Prepayment dollars are non-refundable and are good for the purchase of any products and services provided by Baker & Taylor Books.

Increase the life of your funds – take advantage of Baker & Taylor's Prepayment Option Plan today!

If you have any questions about our Prepayment Option or wish to apply for the plan, please contact your local Baker & Taylor Sales Representative, Information Services (800) 775-1800, or visit our website at www.baker-taylor.com.

National Sales Headquarters

2709 Water Ridge Parkway
Charlotte, NC 28217
Phone: (800) 775-1800
Sales: (800) 775-1800
Fax: (704) 329-8989
www.baker-taylor.com



BAKER & TAYLOR
Information and Entertainment Services

TOLL-FREE NUMBERS AND ADDRESSES OF BAKER & TAYLOR CONTACTS**For Placing Orders****Firm Orders:****Public Libraries and School Libraries**

Baker & Taylor, Inc.
 Attn: Ordering Department
 251 Mt. Olive Church Road
 Commerce, GA 30599-9988

Toll-Free Phone 800-775-1100
 Toll-Free Fax 800-775-7480

Firm Orders: Academic Libraries

Baker & Taylor Inc.
 Attn: Ordering Department
 501 S. Gladiolus
 Momence, IL 60954-1799

Toll-Free Phone 800-775-2300
 Toll-Free Fax 800-775-3500

Continuation Service Materials (All Markets)

Baker & Taylor, Inc.
 Attn: Continuation Services
 1120 US Route 22, East
 Bridgewater, NJ 08807-0885

Toll-Free Telephone (800) 775-3600
 Toll-Free Fax (800) 775-1600

Video, Music Cassette, and Music CD's (All Markets)

Baker & Taylor, Inc.
 Attn: Library Services
 100 Business Center Drive
 Pittsburgh, PA 15205

Order by Phone: 800-775-2600, extension 2026
 Order by Fax: 888-285-8922

Customer Service and Sales Representation (Book Materials)**Public Libraries**

Ms. Marilyn Robinson
 Customer Service Representative
 (800) 775-1500 extension 7275
 Email: robinsm@btol.com

Ms. Rita Smith
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